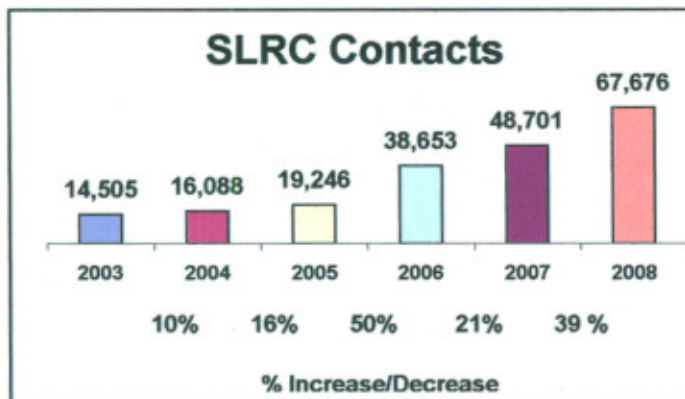
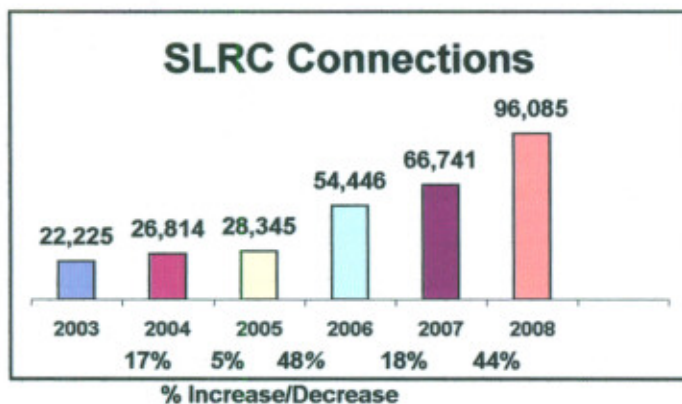


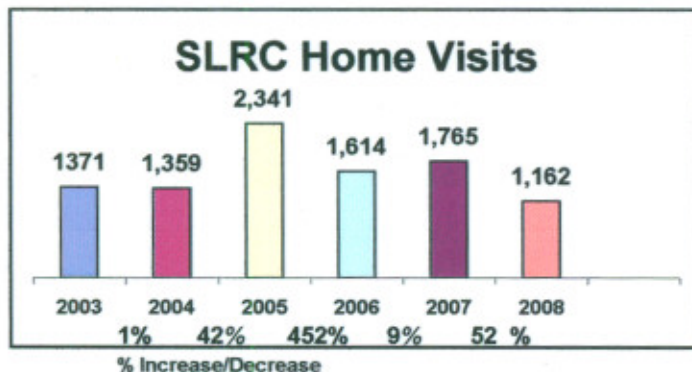
ServiceLink Resource Center Management Report SFY 2008



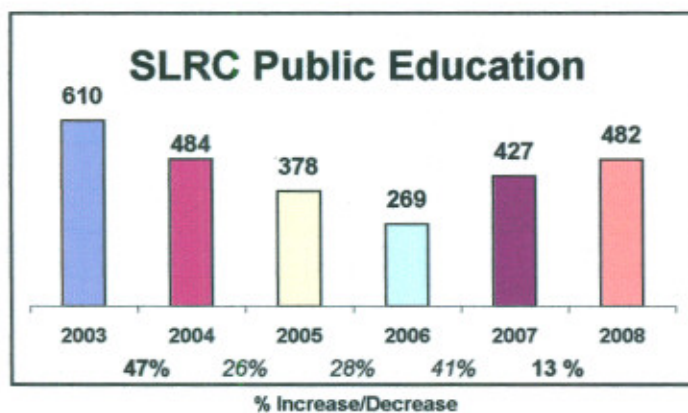
Contacts to the SLRC can be made in many forms, calls, emails, faxes, and walk-ins are just a few.



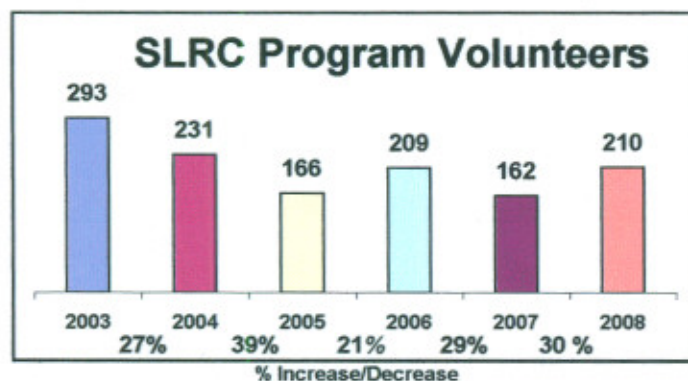
Connections from the SLRC are the total number of referrals to agencies and services within the community.



Many SLRC staff persons do home or community visits to assist consumers who cannot come into the office.



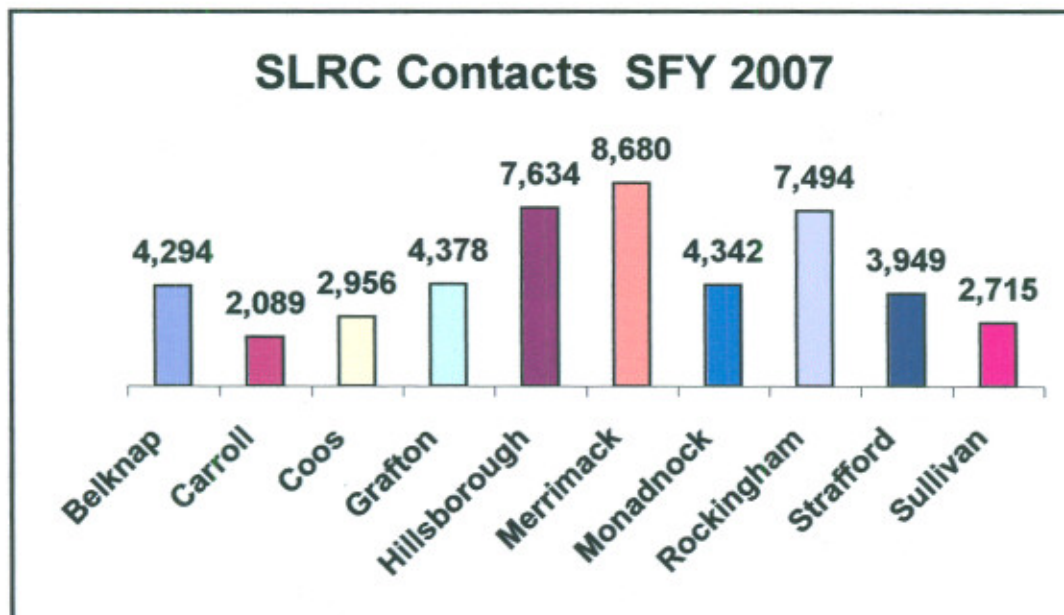
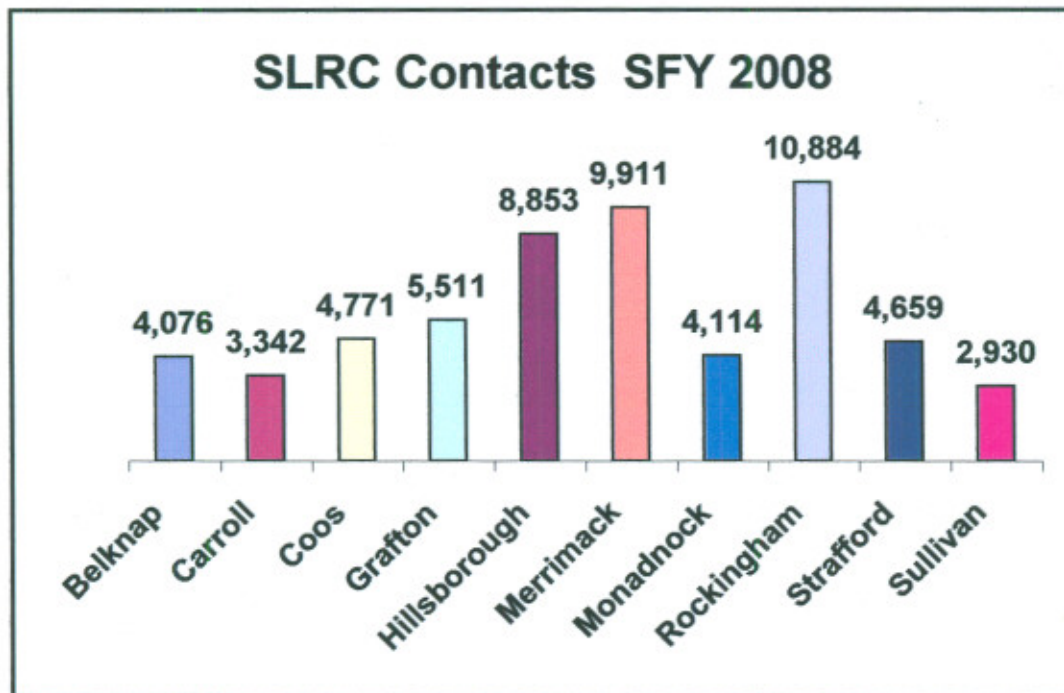
Education from SLRCs can range from subject specific topics, such as Medicare to collaborative topics with another agency.



Volunteers at the SLRCs assist with many functions of the SLRC. Many are certified Medicare volunteers. In 2007, SLRC volunteers contributed 12,349 hours.

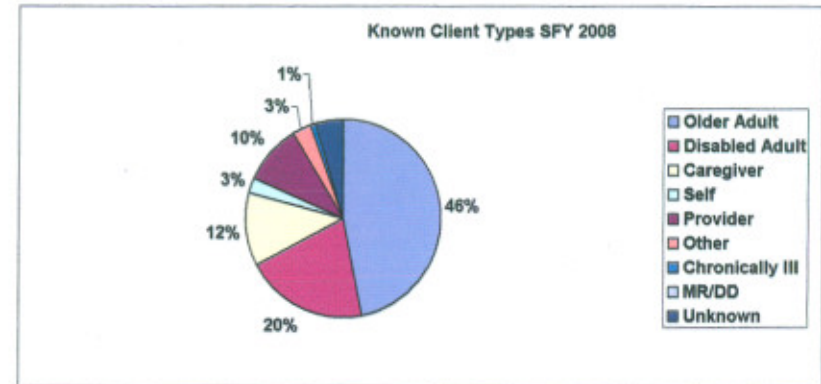
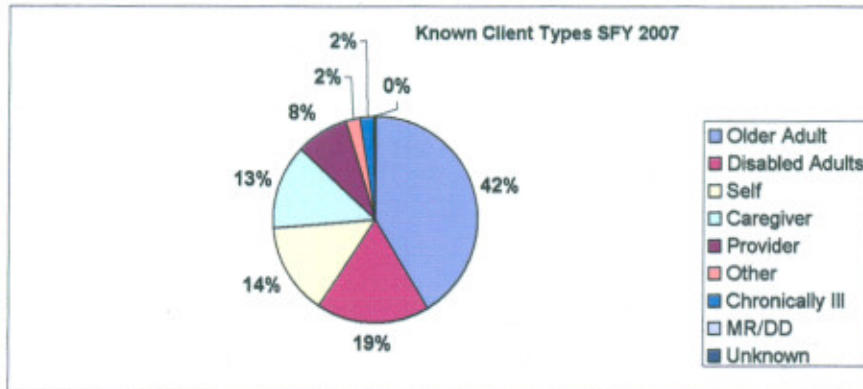
Years represented are State Fiscal Year (SFY) which run from July 1st to June 30th

ServiceLink Resource Center Contacts by County

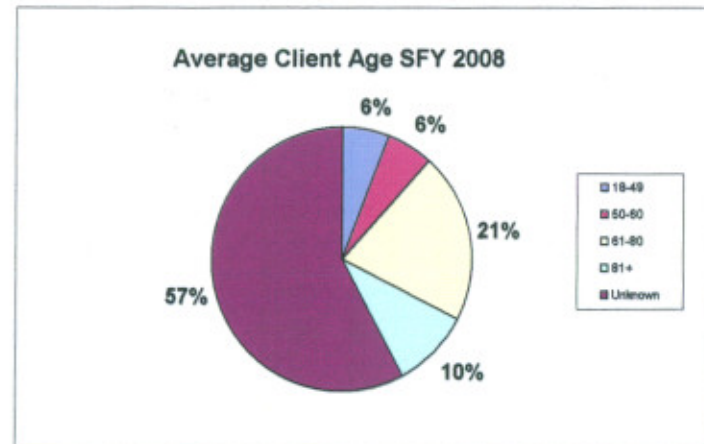
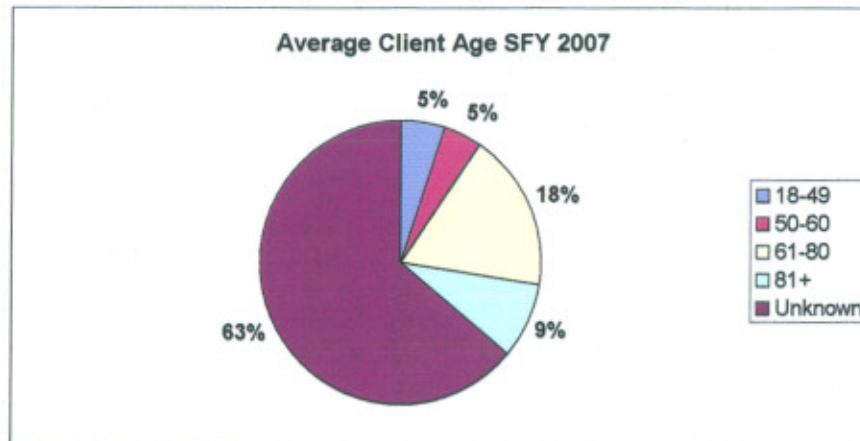


Years represented are State Fiscal Year (SFY) which run from July 1st to June 30th

ServiceLink Resource Center Management Report SFY 2006 and 2007



Client types are self-defined or determined based upon their service requests. The amount of unknown client types has been excluded from the chart above.



A client's age is only requested from a contact when it is pertinent to the service request.

Top 10 Service Requests

SFY 2006

- 1 Medicare Information/Assistance
- 2 LOC assessment for Medicaid
- 3 Family Caregiver Subsidies
- 4 Basic Information & Referral
- 5 Property Tax Relief
- 6 Legal Assistance
- 7 Transportation
- 8 Fuel Assistance
- 9 Medicaid Applications
- 10 Financial Assistance

SFY 2007

- 1 LTC programs
- 2 Medicare Information/Assistance
- 3 Basic Needs Assistance
- 4 Forms/Document Assistance
- 5 Medicaid Applications
- 6 Basic Information & Referral
- 7 Property Tax Relief
- 8 Home Maintenance & Repair
- 9 Financial Assistance
- 10 Legal Assistance

SFY 2008

- 1 Medicare Information/Assistance
- 2 Long Term Support Counseling
- 3 LOC assessment for Medicaid LTC programs
- 4 Basic Information & Referral
- 5 Medicaid Applications
- 6 Forms/Document Assistance
- 7 Financial Assistance
- 8 Caregiver Assistance
- 9 Homemaker Assistance
- 10 Health/Safety Assistance